

Helpful Links

- Dashboard Snapshots
- Knowledge Center
- Florida PALM Workbook for FGCC
- Readiness Workplan

FGCC Status Report Dashboard

Reporting Period
November - December 2025

Agency Sponsor
Lisa Mustain

Click on the various statistics or dials to view the supporting information within your agency's Smartsheet Florida PALM Workbook.

RW Task Timeliness

RW Task Completeness

Direct Impact Task Timeliness

Other Task Timeliness

Direct Impact Task Completeness

Other Task Completeness



Direct Impact Task Timeliness:

- Score = 98.51%**
- Submitted On Time = 40
 - Submitted Late = 6
 - Pending Submission = 0

Other Task Timeliness:

- Score = 97.39%**
- Submitted On Time = 73
 - Submitted Late = 11
 - Pending Submission = 0

Direct Task Completeness:

- Score = 95.22%**
- Submitted Complete = 38
 - Submitted Incomplete = 0
 - Completed After Submission = 8

Other Task Completeness:

- Score = 89.11%**
- Submitted Complete = 41
 - Submitted Incomplete = 2
 - Completed After Submission = 13

The RW Task Timeliness dials reflect the timeliness of your agency's submission of all RW tasks based on the task due date. Calculations are based on all RW tasks to date.

The RW Task Completeness dials reflect the completeness of your agency's task submissions based on the task rubric. Calculations of task completeness includes all RW Tasks since RW 512.

Change Champion Network:

The Change Champion Network composition reflects the completeness of your CCN makeup.

- Unique Filled Role = 5
- Duplicate Filled Role = 9
- Vacant Role = 0

The dials above include an intuitive Green-Yellow-Red spectrum, where green indicates the measure is in a positive range, yellow represents that the gaps in expected results present an increasing risk to the agency, and red indicates that there are significant gaps in expected results that present an elevated risk level for the agency.

RW Tasks - Completed or Open Items

Project Impact	Critical Operational Element	Task ID	Task Name	Task Planned Start Date	Task Planned End Date	Agency Reported Task Progress	Agency Submission Date	Status Comment	Project Verification of Completion	Agency Corrected Submission Date
Indirect	Processes	574	Prepare Documentation for User Acceptance Testing	06/02/25	01/09/26	100% - Submitted	01/09/26			
Direct	People	573-B	Complete and Submit End User Role Mapping Worksheet.	07/14/25	12/19/25	100% - Submitted	12/19/25		Submission Complete	
Direct	Data	587-A	Complete Data Cleansing Based on Mock Conversion 3	08/11/25	11/07/25	100% - Submitted	11/03/25		Submission Complete	
Direct	Data	661	Update Conversion Field Mapping	08/11/25	11/05/25	100% - Submitted	11/03/25		Submission Complete	
Direct	Data	662	Submit Updated Configuration Workbooks	08/11/25	11/05/25	100% - Submitted	11/03/25		Submission Complete	
N/A	N/A	627	Submit Bimonthly Agency Readiness Status Report	11/03/25	11/10/25	100% - Submitted	11/12/25		Submission Complete	
Indirect	N/A	667	Submit Monthly Progress Report - Testing	11/03/25	11/25/25	100% - Submitted	12/01/25		Submission Complete	
Indirect	N/A	668	Submit Monthly Progress Report - Testing	12/01/25	12/30/25	100% - Submitted	12/23/25		Submission Complete	
Direct	Technology	592	Agency IDP SMEs Add End Users to Agency's Identity Provider	12/08/25	01/09/26	100% - Submitted	12/19/25		Submission Complete	
Indirect	People	688	Update UAT Plan	12/08/25	01/09/26	100% - Submitted	01/09/26			
Indirect	N/A	606	Update Agency Readiness Certification #2	12/15/25	01/09/26	100% - Submitted	01/09/26			
N/A	N/A	671	Submit Bimonthly Agency Readiness Status Report	12/29/25	01/14/26	100% - Submitted	01/15/26			
Indirect	N/A	669	Submit Monthly Progress Report - Testing	01/05/26	01/30/26					
Direct	Data	597	Complete Data Cleansing Based on Mock Conversion 4	01/12/26	03/13/26					
N/A	People	670	Share Florida PALM Updates	01/12/26	01/23/26					

Agency Reported

The Risks, Issues, and Assumptions tables below display only items that were marked confirmed and were opened/logged, closed/resolved or active during the reporting period.

FGCC Risks

Status	Date Opened	Date Closed	Primary Risk Category	Risk Title	Trend	Risk Rating	Background	Monitor/Mitigation Plan/Resolution	Impact if Risk Becomes an Issue	Reporting Period Comments for Nov. - Dec. 2025
Open and Monitoring	11/25/24		Agency Business System	FGCC is unable to receive our source data from Versa (DBPR). Without this source data FGCC will be unable to create revenue inbound interfaces/spreadsheet uploads for interface testing, UAT, and Go Live.	Increasing	9 (High/High)	This risk is the results of current meetings with DBPR	FGCC is trying to identify alternative methods to create upload interface/spreadsheet	This risk has lead to an issue	FGCC has made some progress with receiving our raw dat from DBPR
Open and Monitoring	09/27/24		User Acceptance Testing	FGCC has not found definitive information	Increasing	6 (Medium/High)	This risk was uncovered by reviewing the	FGCC requests clarification of the	Additional changes to process, procedures,	This is still an outstanding risk

				about the process, procedures, and schedule related Enterprise systems updating the PALM UAT environment during UAT. This impacts our ability to develop appropriate test plans and may also hinder the ability to input and reconcile PALM UAT data and balances.			available information from knowledge center and multiple PALM workshops	interaction between each Enterprise system and PALM UAT environment during UAT	and testing plans	
Open and Monitoring	06/28/24		Conversion/Configuration	FGCC has not found any definitive information regarding the scope and depth of the conversion testing. Additionally, FGCC has not found definitive information about the available of outbound interface files that can be used to reconcile conversion data in order to identify conversion errors.	Increasing	4 (Medium/Medium)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC has bene told that the PALM team is working on process changes between Mock 2 and Mock 3 and that the Mock 3 conversion process will provide more insight	Additional changes to our Go Live process and procedures will need to occur in order to identify and address any conversion errors that are identified after Go Live	This is still an outstanding risk
Open and Monitoring	11/25/24		Interface	FGCC has found no definitive information about the schedule and availability of outbound interface files during UAT.	Increasing	4 (Medium/Medium)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC requests clarification that outbound interfaces files will be available on a daily scheduled basis	May impact the ability to complete Testing objectives and reconciliation during UAT	This is still an outstanding risk
Open and Monitoring	09/25/24		User Acceptance Testing	PALM has explained that there are no scheduled resets of initial data loads during UAT. This introduces a risk associated with overall UAT processing. Without reset of initial data loads there is no way to test and confirm fixes associated with errors associated with data conversion that cannot be recreated. This means that the same errors may still occur during Go Live.	Increasing	1 (Low/Low)	This risk was uncovered by reviewing the available information from knowledge center and multiple PALM workshops	FGCC requests that there be a few scheduled resets of initial conversion data	Adding additional steps to process and procedures to identify and address errors in cutover promptly	This is still an outstanding risk

FGCC Issues

Status	Date Opened	Date Closed	Priority	Primary Issue Category	Issue Title	Background	Action Plan	Planned or Actual Resolution Date	Reporting Period Comments for Nov. - Dec. 2025
Open	05/12/25		Critical - Impacts the Agency Business System	Agency Business System	FGCC is unable to receive our source data from Versa (DBPR).	This has been an outstanding issue from the beginning	There is no action plan to resolve this issue. FGCC is trying to find alternative methods of getting our revenue data	06/30/26	FGCC has made some progress in receiving our raw dat from DBPR
Open	09/17/25		Critical - Impacts the Interface	Interface	Outbound interface GLI001 is unavailable to FGCC. Without the ability for FGCC to download any changes to the PALM COA values it prevents FGCC from developing Agency Business Systems as well as business process and procedures from ensuring that proper COA coding is used when creating and verifying any inbound interfaces and spreadsheets. In addition, FGCC is limited in its ability to develop process and procedures to validate proper coding on any manual transaction prior to direct input into PALM. This outbound interface is not a financial wave interface. GLI001 is a CMS wave interface that has been in production for years. This is not an issue for PALM UAT as the PALM project has made the current COA values available via download from the Knowledge Center for testing and mock conversion purposes. However, these stop gap measures will not continue to be available as we approach Go Live or after Go Live. FGCC is completely blocked from developing automated scheduled jobs to utilize GLI001 in order to maintain accurate PALM COA values within Agency Business Systems. Inbound Interface/Spreadsheet	This issue has been identified during interface development and testing	FGCC requests that DFS provide this production outbound interface file to FGCC as soon as possible	11/30/25	This is still a critical issue

Open	09/05/25	High - Impacts the a	User Acceptance Testing	<p>files, and other agency business processes.</p> <p>The Knowledge Center business process screen shots, descriptions, and explanations tend to be incomplete. This coupled with the delay in access to UAT environment impacts the ability to verify and validate interface file layouts, developing updated agency business processes, and finalizing agency system remediation.</p> <p>For example, when you go to the knowledge center for Acquire and Setup Assets 40.1 there are 4 sub process. 40.1.2 Online Asset Add is described as "creates individual asset records from details through direct input in Asset Management (AM)." This page contains zero screen shots and zero instructions for how an Agency AM Asset Processor would input anything. Under 40.1.1 Import Asset Add is intended to describe the import (inbound interface/spreadsheet upload) process. This does have a few screen shots. The screen shots show that the asset module has 6 tabs (general, maintenance, acquisition, location, license, supplemental). However, the knowledge center only provides a screen shot of two of these tabs and therefore the agency can only guess as to what is one the other tabs.</p>	This issue has been identified during interface development and testing	There is no action plan to resolve this issue. FGCC requests that PALM update the knowledge center or provide the agencies access to additional PALM screen shots until access to UAT is granted	06/30/26	This is still an outstanding issue
Open	09/09/25	High - Impacts the a	User Acceptance Testing	<p>The Knowledge Center reports sections appears to be out of date or in some case incorrect.</p> <p>There are multiple reports within the General Ledger Module that appear to be incorrect because they include a column for GAAFR which is a FLAIR data element that has been replaced and does not exist in PALM. A few examples are GLR085, GLR112, and GLR115.</p> <p>Additionally, there are numerous reports that only provide a message for "more information will be available soon" (GLR132, GLR133, GLR136, GLR139, GLR140, etc.)</p> <p>As we prepare out testing plan for UAT as well as our training plans we are unable to identify what can be tested and what will be available to users and agency business systems. Currently, it has been explained that if some data is not available in outbound interfaces then it would be available via the reporting modules. We are unable to complete these processes and plans without knowing what information may be available.</p>	This issue has been identified during interface development and testing	There is no plan of action to resolve this. FGCC requests that PALM update the Knowledge Center Reporting information	06/30/26	This is still an outstanding issue
Open	05/12/25	Low - All impacts no	Interface	<p>FGCC will not be able to utilize all of the built-in PALM Interfaces in preparation for UAT and at PALM Go Live. Therefore, FGCC will not be able to utilize all current capability and functionality of the new statewide accounting system. This also means that FGCC will not be able to fully test available functionality during UAT. Additionally, instead of consistent</p>	This was uncovered during the interface approval process	There is no action plan to resolve this issue. Currently, FGCC must change our desired business process and procedure to accommodate the lack of access to all PALM functionality.	06/30/26	This is still an outstanding issue

instead of business automated business processes, FGCC must utilize a combination of standard interfaces, spreadsheet uploads, and exported hard copy reports in order to piece together process and procedures to send, receive, and reconcile data between agency business systems, PALM, and other state enterprise systems.

FGCC Assumptions

Critical Operational Elements	Assumption	Status	Date Logged or Removed	Impacted Stakeholder(s) and/or System(s)	Confirmed for Nov. - Dec. 2025
Technology Data	FGCC is making the assumption that all Enterprise systems will establish an environment that will coordinate with PALM UAT and that we will be able to enter transactions/data into the enterprise UAT environment and these transactions/data will be integrated into PALM UAT	Logged	05/01/25	Agency Business Sytems	<input checked="" type="checkbox"/>
Technology Data	FGCC will not have a Versa Replacement system in place prior to PALM Go Live	Logged	05/01/25	Agency Business Sytems	<input checked="" type="checkbox"/>
Technology Data	FGCC will be able to utilize all PALM interface available to other agencies files at some point after PALM Go Live but will only have the approved PALM Interfaces for PALM Go Live	Logged	05/01/25	Agency Business Sytems	<input checked="" type="checkbox"/>

Agency Sponsor Confirmation

As Agency Sponsor, I understand my role and responsibility for monitoring and reporting on my agency's readiness status. I have reviewed and confirmed the accuracy of my agency's readiness status as reflected in this dashboard.

Agency Sponsor Name: *

Confirm *

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FGCC Status Report Confirmation

Reporting Period	Agency Sponsor Name:	Confirmed By:	Confirmation Date:
November - December 2025	Lisa Mustain	lisa.mustain@flgaming.gov	01/15/26
September - October 2025	Lisa Mustain	lisa.mustain@flgaming.gov	11/12/25
July - August 2025	Lisa Mustain	lisa.mustain@flgaming.gov	09/09/25
May - June 2025	Lisa Mustain	lisa.mustain@flgaming.gov	06/23/25
March - April 2025	Lisa Mustain	lisa.mustain@flgaming.gov	05/06/25